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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application No. : 09/998,941
Applicants : Gregory L. Trauth
Clinton D. Brown
Daniel S. Argo
Filed : November 15, 2001
Title : Customer Complaint Alert System And Method
TC/A.U. : 3623
Examiner : M. Irshadullah
Docket No. : 47128-00011USPT
Customer No. : 30223

Commissioner for Patents
Mail Stop Non-Fee Amendment
P.O. Box 1450
Alexandria, VA 22313-1450

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, postage prepaid, in an envelope addressed to the Commissioner for Patents, Mail Stop Non-Fee Amendment, P.O. Box 1450, Alexandria, VA 22313-1450, on August 22, 2003.

Signature: Janet L. Newmaker **RECEIVED**
Janet L. Newmaker

AUG 28 2003

AMENDMENT "A"

GROUP 3600

Dear Sir:

This is in response to the Office Action dated May 23, 2003. The shortened statutory period for response is three months from the mailing date, i.e., by August 23, 2003, and this response is being filed within that time period. Please enter the following remarks into the record for this application.